



## QUALITY & FOOD SAFETY POLICY

AP730-13

### Policy

Each job we do is a step towards providing quality hop products for brewers in domestic and international markets.

It is our goal to enhance our position as a consistent and reliable supplier of hops and hop products through a continuing improvement in the quality of our goods and services.

HPA is committed to resource, review and improve everything we do to ensure we consistently provide products and services that:

- Conform to customer requirements
- Meet applicable statutory and regulatory requirements
- Enhance customer satisfaction

It is the responsibility of the managing director to ensure that HPA maintains a focus on quality.

A team of key employees staff the Steering Group whose responsibilities include the identification and review of any issue that may impact product quality.

The steering group meets a minimum of four times per year and meetings must be scheduled when the managing director is available to attend.

HPA use systems that are designed to help us achieve and improve our quality, safe hop products and service for our customers.

It is the responsibility of every employee to comply with all standard operating procedures that relate to their scope of work to ensure we work in a safe and consistent manner with a focus on quality outcomes.

We plan to deliver products consistent with customer's requirements in a cost effective manner. We promote continual improvement using efficient business practice, objective setting and customer feedback.

We all have a role to play in maintaining and improving our systems. The systems meet both the international quality management standard ISO 9001 and HACCP Codex alimentarius.

***Tim Lord***  
**Managing Director**